

NEWS RELEASE

STATE OF NEW HAMPSHIRE, DEPARTMENT OF TRANSPORTATION

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STATE ACTING TO IMPROVE TRAFFIC INCIDENT MANAGEMENT
EFFORT ENHANCED BY TECHNOLOGY –
511 TRAVELER INFORMATION SYSTEM LAUNCHED
MERGING TELEPHONE AND INTERNET

Motorists traveling on New Hampshire's highways can now look forward to better coordinated efforts and the use of technology to address and clear as quickly as possible major incidents that have the potential to shut down roads and cause major delays.

Commissioners from four state agencies (Transportation, Safety, Environmental Services and Health and Human Services) today signed an agreement creating a Statewide Traffic Incident Management Protocol in support of the State's Emergency Operations Plan that is aimed at improving the safety, mobility and security of New Hampshire's residents and visitors.

The goals of the Interagency Memorandum of Understanding are to:

- 1. Reduce the time to detect, verify and respond to an incident.***
- 2. Expedite the clearance of the incident while protecting the safety of all affected persons and the environment.***
- 3. Manage the affected traffic until full capacity of the roadway system is restored.***

It's estimated that 300 million hours and \$78 billion are lost nationwide every year due to congestion caused by traffic incidents. Studies have found that up to 30% of all crashes are secondary to incidents and the longer it takes to clear an incident, the greater the potential for secondary crashes. Identified solutions for effective "Traffic Incident Management" include increased cooperation to speed up the clearance of incidents, increased training for all involved in incident management and using technology for detection, clearance, and assisting motorists in avoiding incident locations.

Coinciding with the Traffic Incident Management initiative was the announced launching of the 511 traveler information telephone number in New Hampshire, which is joining with Maine and Vermont in the development of a regional traveler information system known as TRIO. The three-digit telephone number will provide travelers with real time traffic reports, road conditions, and weather and tourism information using state-of-the-art voice technology. This information will also be available to travelers through websites hosted by the transportation agencies in each state (New Hampshire - www.511nh.com).

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